

# Focus

A Newsletter for Customers of the GSA  
Public Buildings Service, Mid-Atlantic Region



Fall 2005

## Winstead Appointed Commissioner of GSA Public Buildings Service

David L. Winstead was appointed as the new Commissioner of GSA's Public Buildings Service (PBS) on October 3. As Commissioner, Winstead is responsible for the asset management, design, construction, leasing, operations and disposal for a real estate portfolio of 340 million square feet in more than 8,000 public and private buildings accommodating one million federal workers.

Before joining GSA, Winstead was a partner with the law firm of Holland

and Knight LLP, practicing in the areas of real estate, transportation, public law, project development and procurement. He also has prior public sector management experience.

Prior to Holland and Knight, Winstead served as the State of Maryland's Secretary of Transportation as well as Executive Director of the Washington/Baltimore Regional Association—a private sector economic development alliance between the metropolitan Washington and Baltimore areas.

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**Linda C. Chero**

Acting Regional Administrator  
GSA Mid-Atlantic Region

**Linda C. Chero**

Deputy Regional Administrator  
GSA Mid-Atlantic Region



David L. Winstead, Commissioner, Public Buildings Service

Winstead holds a bachelor of arts in economics from Denison University, a master of business administration from Columbia University, and a juris doctorate from Columbus School of Law in Washington, D.C.

Winstead replaces F. Joseph Moravec, who announced his resignation on June 28 after serving four years as PBS Commissioner. □

## From the Desk of the ARA...

Once again, GSA has ranked among the top 10 best places to work in federal government, according to the Partnership for Public Service, American University's Institute for the Study of Public Policy Implementation, and U.S. News & World Report. Federal employees ranked GSA among the best for effective leadership and teamwork, strategic management, training and development, and family friendly culture and benefits. This designation is important for GSA, our employees and our clients. It gives us a leading edge in recruiting top-notch associates to join our GSA team as your service providers.

The Mid-Atlantic Region Public Buildings Service welcomed 27 new employees this fall. Many of them are recent college graduates who were among the top in their class. They've chosen to enter GSA's Career Intern Development Program, a two-year intensive training program in which new employees receive hands-on training in a wide range of areas including project management, acquisition, leasing, negotiation and communication. Rotations through various PBS offices will provide them

with a broad understanding of our business and our clients, and equip them with the knowledge and skills they'll need to effectively manage your workplace solutions.

Several seasoned professionals have also joined our PBS team. Many are former GSA clients with prior experience working in other parts of the federal government. Among them are engineering, realty and procurement professionals, who are quickly being oriented to our core values of teamwork and innovation.

We are proud to welcome these talented associates to our team and share with you this new generation of GSA service providers. □



*Rob Hewell*  
Acting Assistant Regional Administrator  
Public Buildings Service  
Mid-Atlantic Region

## New Child Care Center Standards and Performance Criteria Presented at National GSA Child Care Conference

More than 400 federal and private sector child care professionals participated in the 16th Annual GSA Child Care Conference, held August 2-4 in Seattle, Washington. This year's conference carried the theme *Reaching New Heights in Quality*, with an emphasis on improving the quality of the GSA Child Care program.

The Flying Fish/Pike Street Market Consulting Team opened the conference with a presentation focused on creating work environments that motivate and empower individuals to accomplish great things. The conference was then divided into four tracks, offering more than 27 breakout sessions for directors, teachers, board members and facility managers. These sessions covered a broad

spectrum of topics including social/ emotional development and school readiness, conflict resolution skills for toddlers through school age, strategies for recruiting and rewarding a dynamic board of directors, child care program issues and the Americans with Disabilities Act, and facility tours of three downtown Seattle child care centers. Other conference highlights included a presentation by Jennifer Kotler of Sesame Workshop on *Healthy Habits for Life*, emphasizing the importance of instilling healthy eating habits in preschool children.

Barbara Willer, Deputy Executive Director of the National Association for the Education of Young Children (NAEYC), recognized 16 GSA child care centers for their success in

*continued on page 3*

## New Child Care Center Standards and Performance Criteria Presented at National GSA Child Care Conference

*continued from page 2*

achieving accreditation or re-accreditation by NAEYC this year, including the Mid-Atlantic Region child care center at the Social Security Administration (SSA) Metro West facility in Baltimore, Maryland. SSA's new Center for Employee Services Work/Life Program Manager, Lamont Brown, accepted the honor on behalf of the Metro West Child Care Center.

NAEYC also briefed participants on their new Early Childhood Program Standards and Accreditation Performance Criteria, developed to ensure that young children in NAEYC-accredited programs receive consistently high-quality care and education that contributes to their positive learning and development.

During the conference, two GSA employees were honored for their significant impact and contribution to the Child Care program. Eileen Stern, Director of GSA's Office of Child Care, was presented with a GSA Commissioner's Commendable Service Award for her efforts in shaping and molding the GSA Child Care program into the success it is today and for the influence and recognition the program warrants in the industry. Kevin Kelly, former GSA Child Care architect and author of the GSA Child Care Design Guide, received a GSA Cornerstone Award for his tireless efforts in shaping the architectural future of child care.

There are more than 110 child care centers operating in GSA managed space across 31 states, the District of Columbia and Puerto Rico. GSA supports the national commitment to provide quality child care as an essential component of a quality work environment. The GSA Child Care program ensures that working families using child care in centers located in GSA managed space receive quality care for their children.



*Left to Right: Robyn Major, GSA Regional Child Care Coordinator; Barbara Willer, NAEYC; Lamont Brown, SSA; and Eileen Stern, GSA Office of Child Care Director*

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**GSA supports the national commitment to provide quality child care as an essential component of a quality work environment.**

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Please visit [www.naeyc.org](http://www.naeyc.org) for more information about NAEYC's new standards and accreditation criteria. Visit [www.gsa.gov/childcare](http://www.gsa.gov/childcare) for more information about the GSA Child Care program. □



# Renovation Under Way at Federal Building in Baltimore

Over the summer, GSA awarded a \$33 million contract for modernizing the bottom five floors of the George H. Fallon Federal Building in Baltimore, Maryland, to The Whiting-Turner Contracting Company. Whiting-Turner received their official notice to proceed with construction on August 4, and work activities are currently in progress. The project includes renovations to the basement, ground, and first through third floors.

The construction includes interior space alterations, window replacement and repair, safety and environmental improvements, and upgrades to the electrical, lighting, heating, ventilating and air conditioning systems. In addition, the ground floor lobby will receive a new, two-

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**The construction includes interior space alterations, window replacement and repair, safety and environmental improvements, and upgrades to the electrical, lighting, heating, ventilating and air conditioning systems.**

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George H. Fallon Federal Building  
Baltimore, Maryland

story exterior glass wall. Exterior spotlights will be added, showcasing the art installation outside the main entrance, *Swing Over*, by Alice Aycock. *Swing Over* consists of two metal triangulated trusses, which loop across the building's façade and through the entrance of the building.

Jacobs Facilities, Inc. is serving as the on-site construction manager and Ewing Cole is providing overall design and construction administration services.

Due to the construction, the GSA Chesapeake Office has temporarily relocated across the street to:

**Edward A. Garmatz U.S. Courthouse**  
**101 W. Lombard Street**  
**Suite 7625**  
**Baltimore, MD 21202**  
**(410) 962-7611 Phone**  
**(410) 962-7483 Fax**

The Fallon renovation is a four-phase project with estimated completion in the fall of 2007. Please visit [www.gsa-projects.com](http://www.gsa-projects.com) for more information on this project. □

# *GSA Client Profile:*

## **Dr. George Wolohojian**

### **Department of Veterans Affairs**

An hour spent talking to Dr. George Wolohojian leaves one inspired by his integrity and commitment to service, both on and off the job. Before coming to the Department of Veterans Affairs (VA), Dr. Wolohojian had distinguished careers in academia and government service. He is honored to now be serving the VA because of its significant public mission.

As Director of the VA Maryland Regional Office at the George H. Fallon Federal Building in Baltimore, Maryland, Dr. Wolohojian is responsible for benefits delivery to approximately 500,000 veterans. His office is currently processing about 5,000 active claims, and the workload is growing. Each month the office receives between 800 and 900 new claims, a rate that significantly exceeds past projections. Although a large number of these claims are from veterans recently returning from Iraq and Afghanistan, veterans of other conflicts are also coming forward in large numbers.

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**“The VA has designed their space to improve workflow and case management, and to make access for the public more efficient and welcoming.”**

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—*Dr. George Wolohojian*  
*Director of VA Maryland Regional Office*

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“The heavy reliance on reserve forces in today’s conflicts has added a new category of need for veteran’s benefits,” said Dr. Wolohojian. “The average reservist is older and more concerned about the future. He or she often left a family and a career to serve overseas and is anxious for the VA to help mitigate the impacts on their already established lives.”

When asked about GSA’s renovation project currently under way in the Fallon Federal Building, Dr. Wolohojian has high expectations. He is getting a positive feeling as the project begins to take shape.



*Dr. George Wolohojian, Department of Veterans Affairs*

“The VA has designed their space to improve workflow and case management, and to make access for the public more efficient and welcoming,” said Dr. Wolohojian. “At the completion of the project, the public will experience one-stop shopping for services from both the VA and related, non-federal veterans service organizations housed in the Federal Building.

When asked about his family, Dr. Wolohojian lights up. He is happy to report that his daughter, Jessica, is thriving in her first year at Frostburg State University as she pursues a degree in Interpretive Biology and Natural History. His son Daniel, a high school freshman football player, also shares a great appreciation for the outdoors and the environment. His wife, Donna, coordinates the efforts of some 60 volunteers to operate a church sponsored thrift store. Dr. Wolohojian is active in the community and serves as an Assistant Scoutmaster for his son’s troop.

Somehow the Wolohojians find time to give of themselves by providing pre-adoptive infant care for newborns awaiting adoption. The care can range from a few weeks to as long as three months. Dr. Wolohojian says that the greatest reward is being present to witness the creation of a new family when an infant is united with its adoptive family.

Dr. Wolohojian is honored to be serving our nation’s veterans. GSA is honored to serve the VA and Dr. Wolohojian. □

# GSA Expertise Results in Energy Savings for Baltimore Area Agencies

In the late 1990s, the Maryland Public Service Commission deregulated the sale and distribution of natural gas, offering federal agencies the opportunity to compete their energy procurements on an open market. GSA was recently looking for a way to decrease energy costs in the Baltimore area, and turned to GSA's Energy Center of Expertise (ECOE) for assistance. The ECOE, having a proven track record for obtaining the most competitive pricing of natural gas, delivered on this requirement.

The Natural Gas Acquisition Program (NGAP), a division of ECOE, worked with GSA's Baltimore Field Office to gather their usage data and combine their natural gas requirements with those of other agencies in the Baltimore area. By combining the requirements of GSA's Baltimore Field Office with those of the Centers for Medicare and Medicaid Services (CMS) in Woodlawn, Maryland, and the Environmental Protection Agency (EPA) in Fort Meade, Maryland, the government created a volume procurement, securing increased competition and lower prices.

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**“With the hectic and often conflicting prices of natural gas, having GSA take the lead on getting the best price for our facility has been great.”**

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—Rick Dreisch  
EPA Facility Manager, Environmental Science Center

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NGAP aggregated customer requirements, structuring the auctions by GSA Region to obtain the most competitive pricing available. The NGAP team accomplished this mission with a centralized contracting officer rather than having contracting officers from various agencies independently negotiate rates with energy service suppliers.

The NGAP turned to a procurement solution that mirrored private sector energy procurements while still meeting Federal Acquisition Regulations. They awarded a delivery order against an existing GSA contract to Science Applications International Corporation and World Energy

Solutions to utilize their electronic web-based reverse auction platform and energy acquisition resources. Members of NGAP used their market expertise in reverse auction bidding to solicit competitive bids. NGAP's single solicitation process, coupled with this technology, resulted in greater supplier turnout. The approach also significantly reduced administrative costs when compared to other multiple paper solicitations and manual evaluation processes.

To lock-in pricing, agencies were required to make a decision by close of business on the auction date. NGAP provided auction results to the agencies via phone call and e-mail. Customers had a choice of one or two year agreements, fixed or indexed pricing options, and varying service start dates based on individual requirements.

As a result, NGAP awarded a contract in the fall of 2004 to Baltimore Gas & Electric Company, with Washington Gas Energy Services of Herndon, Virginia, serving as the third party supplier. The contract runs for a period of 24 months, firm fixed price with a +/- 10% swing per month, based on historical usage submitted in the Request for Proposal.

“With the hectic and often conflicting prices of natural gas, having GSA take the lead on getting the best price for our facility has been great,” said EPA's Rick Dreisch, facility manager at the Environmental Science Center in Fort Meade. “We have relied on GSA's expertise and price leveraging to get us the best deal available.”

This contracting method shifts more performance and cost risk to the suppliers and away from federal customers. Federal agencies realize additional savings by not having to procure and balance their own individual accounts. “We realized that our facility didn't have the resources to devote to getting the best price for our agency,” said Dreisch. “We're pleasantly surprised and happy with the service GSA has provided over the past couple of years and working with the GSA staff has been easy to do. Given our experiences, we plan to continue participation in future contracts with GSA for natural gas supplies for our facility.”

Please visit [www.gsa.gov/energy](http://www.gsa.gov/energy) for more information on GSA's Energy Center of Expertise and energy management programs. □



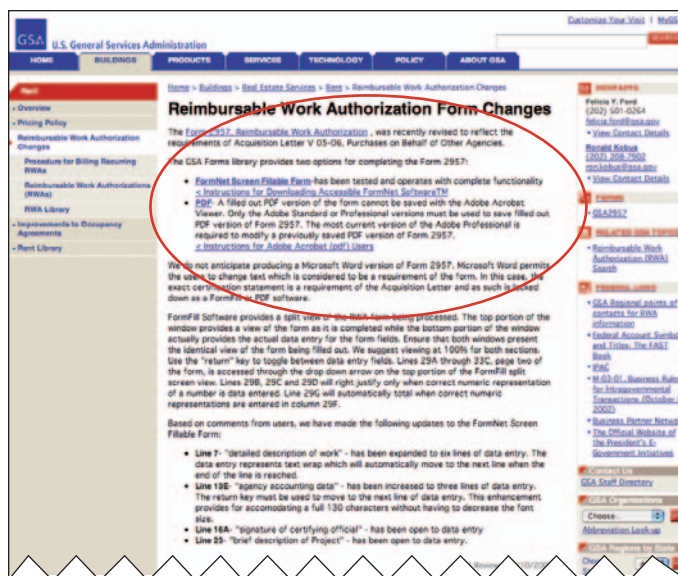
# RWAs: Search and Download Your Forms

The Reimbursable Work Authorization (RWA) Form 2957 was recently revised to reflect the requirements of Acquisition Letter V 05-06, *Purchases on Behalf of Other Agencies*. RWAs are established to capture and bill our customers for the costs of altering, renovating, repairing or providing services in space managed by GSA over and above the basic operations financed through the rent. Build-out costs exceeding tenant allowances, above standard cleaning and after-hours cleaning, for example, are typical reasons for RWAs.

Visit [www.gsa.gov/rwachange](http://www.gsa.gov/rwachange) to download the revised RWA form.

Our clients can visit [www.gsa.gov/rwachange](http://www.gsa.gov/rwachange) to download the revised RWA form. A PDF version is available for download by selecting the PDF option. If your agency supports the FormNet Fillable software, you may also access the FormNet version. Simply click on the link to launch the form. You can then fill in the form directly on the screen, or save a copy for future use.

You can also keep track of your RWAs online. The PBS RWA Search tool allows clients to search for their agencies' RWAs and view the most recent charges posted.



You can also view and download a copy of the completed RWA form. Visit <http://finance2.gsa.gov/pbsrwa> to search for RWAs by their number, building number, or agency/bureau code. You will need to register for a user ID and password on your first visit.

If you require assistance downloading the RWA forms or with the RWA Search, please contact Patricia Sweeney at [pat.sweeney@gsa.gov](mailto:pat.sweeney@gsa.gov) or (215) 446-2863. □

## Update on New GSA Federal Acquisition Service

In the summer edition of *Focus*, we reported the intended merger of the Federal Supply Service and the Federal Technology Service into the Federal Acquisition Service (FAS). FAS was officially established effective September 9, 2005.

FAS is designed to reduce government spending and improve performance while maintaining momentum for GSA's existing acquisition initiatives. FAS comprises the following activities:

- Customer Relationship Management
- Acquisition Management
- Integrated Technology Services
- General Supplies and Services
- Travel & Personal Property Disposal Services

For the purposes of FAS reorganization, the Mid-Atlantic Region and the National Capital Region are combined to create Zone B—one of six new FAS zonal offices. This FAS organization does not impact how PBS will continue to provide service to our customers.

Benefits from the establishment of FAS will include GSA's deeper understanding of customer requirements; stronger management of the agency's acquisition processes and programs; and greater integration of GSA business lines to provide multiple channels for customers to acquire the products, services and solutions they need. The intended outcome is a GSA organization that is capable of delivering excellent acquisition services efficiently and effectively and providing value to federal customers and the American taxpayer.

Please visit [www.gsa.gov/fas](http://www.gsa.gov/fas) for more details and continuing updates on the new FAS. □

# U.S. Courthouse in Erie, Pennsylvania, Highlighted in the PBS Historic Buildings Poster Series

Each year, the PBS Center for Historic Preservation publishes a series of posters featuring some of GSA's most historically significant properties. The posters capture the rich and varied architectural legacy of GSA's portfolio.

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**The properties featured this year span more than 100 years of federal construction and represent the work of prominent architects such as James Knox Taylor, Eames & Young, and Louis A. Simon.**

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*U.S. Courthouse, Erie, Pennsylvania*

The U.S. Courthouse in Erie, Pennsylvania, is among those buildings featured in this year's poster series.

The properties featured this year span more than 100 years of federal construction and represent the work of prominent architects such as James Knox Taylor, Eames & Young, and Louis A. Simon. The buildings featured are just a sampling of the more than 400 historic buildings under GSA stewardship, 214 of which are listed on the National Register of Historic Places.

Other buildings featured in this year's black and white poster series include:

- U.S. Custom House, San Francisco, California
- Ariel Rios Federal Center, Washington, DC
- Federal Building and U.S. Post Office, Spokane, Washington
- Mike Mansfield Federal Building and U.S. Courthouse, Butte, Montana
- U.S. Post Office and Courthouse, Oklahoma City, Oklahoma
- U.S. Post Office and Courthouse, Dubuque, Iowa
- Hart-Dole-Inouye Federal Center, Battle Creek, Michigan
- William Augustus Bootle Federal Building and U.S. Courthouse, Macon, Georgia
- U.S. Post Office and Courthouse, Charleston, South Carolina
- Richard C. Lee U.S. Courthouse, New Haven, Connecticut

Please contact GSA at [r3.custserv@gsa.gov](mailto:r3.custserv@gsa.gov) if you are interested in obtaining a copy of any of the posters in this year's series. Please visit [www.gsa.gov/historicbuildingposters](http://www.gsa.gov/historicbuildingposters) for information on previous poster series. □



# You Can Do More with GSA.gov

GSA's website can be found by visiting [www.gsa.gov](http://www.gsa.gov) and provides quick, easy access to a wealth of information about GSA policies, programs and inventory. We've highlighted several of our frequently requested web offerings below. For a more extensive listing, please visit [www.gsa.gov](http://www.gsa.gov) and click on "QuickLinks" at the bottom right side of the page.

## Rent on the Web:

[www.gsa.gov/rentontheweb](http://www.gsa.gov/rentontheweb)

This popular customer application provides copies of your rent bills on a site that is secure, but easily accessible to you through a password-protected account. Rent on the Web not only allows you to view bills for a single location for a particular month, but also provides summary billing information.

## Rent Pricing Policy:

[www.gsa.gov/rentpricingpolicy](http://www.gsa.gov/rentpricingpolicy)

This webpage includes information about how GSA charges for workspace and related services. Through the "Pricing Policy Library" on this site, you can view an online copy of GSA's Pricing Desk Guide and supplemental information relating to rent pricing.

## PBS Customer Guide for Real Property:

[www.gsa.gov/customerguiderealproperty](http://www.gsa.gov/customerguiderealproperty)

Visit this webpage for an online copy of the PBS Customer Guide for Real Property.

## Reimbursable Work Authorizations (RWAs):

[www.gsa.gov/rwainformation](http://www.gsa.gov/rwainformation)

This webpage discusses RWAs and how they are established to capture and bill customers for costs associated with altering, renovating, repairing or providing services in both leased and government-owned space. Please see our article, "RWAs: Search and Download your Forms," on page 7 of *Focus* for additional information about downloading and using the RWA form.

## e-Tools:

[www.gsa.gov/e-tools](http://www.gsa.gov/e-tools)

Through the use of e-Tools, you can find information about the many leading-edge products and services GSA offers and, in many cases, can do business with GSA. Visit the categories on the left of this webpage to learn about the numerous e-Tools GSA makes available.

## Information Specific to the GSA Mid-Atlantic Region:

[www.gsa.gov/midatlantic](http://www.gsa.gov/midatlantic)

This website includes the following information specific to the Region:

### • Emergency Preparedness

You'll find information including how to obtain Emergency Management Training and Emergency Lodging Services through GSA, plus links to the Mid-Atlantic states' emergency management office websites.

### • News & Notices, Regional News Releases

You can read some of the more recent press releases issued by the Region's Office of Public Affairs.

### • Buildings/Facilities

These pages, organized by state, provide a quick listing of the larger federally-owned facilities managed within the Mid-Atlantic Region.

### • Publications Library, Organizational Matters

You can download copies of the Region's organizational chart, a listing of PBS field office contacts, a map which highlights the Region's geographic area of coverage by Realty Service Center, and past issues of *Focus*.



Each of GSA's 11 geographic regions is committed to helping federal agencies better serve the public by offering, at best value, superior workplaces, expert solutions, acquisition services and management policies. You can navigate [www.gsa.gov/regions](http://www.gsa.gov/regions) for additional information unique to each region. We invite you to browse [www.gsa.gov](http://www.gsa.gov) for more information about GSA and our numerous offerings. □

# GSA and SSA: Partnering with Our Local Communities

Working with the local communities on our projects is second nature to GSA. Through our Good Neighbor Program, GSA seeks to leverage our federal real estate activities in ways that support community development efforts, while meeting our client agencies' needs and our bottom line. GSA does this through its property development, leasing and building management activities.

When GSA received similar requests for expansion space at two Social Security Administration (SSA) Trust Fund buildings, we approached each request based on the individual conditions of each property. One common theme was our commitment to local communities.

SSA originally requested that GSA expand their offices in Easton and Hazleton, Pennsylvania. This solution worked well at the Hazleton facility. The building was in the Central Business District (CBD) and GSA arranged for swing space in the CBD during construction. This newly built-out swing space now provides Hazleton with additional first-class office space in the CBD. The SSA facility in Easton, however, was a different scenario.

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**“The new building is beautiful as well as secure...designed to support the automated operation of a modern Social Security office.”**

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— Peggy Wilson  
SSA Lead Analyst

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The Easton building was located in the 100-year floodplain, and the renovations required to safeguard the building in case of flood were not economically feasible. (Please see our “Ask a RAM” article on the opposite page of *Focus* for more details on GSA's Floodplain Compliance and Environmental Floodplain Management policy.) Though the initial request was to renovate and expand the existing building, GSA and SSA determined that a newly constructed leased facility was a better choice.

Like many communities across the country, the City of Easton is involved in economic and cultural redevelopment



*New SSA facility in Easton, Pennsylvania*

and has a clear vision of how to implement these plans. GSA, SSA and the developer partnered with the City to develop plans and align stakeholders' requirements.

GSA, SSA and the developer worked with the City and the offices of U.S. Senators Rick Santorum and Arlen Specter to design a facility that met Easton's vision. The City presented its own idea for the design of the facility's exterior façade. The developer determined that they were able to build the facility to meet the City's design at no additional cost to the government. By maintaining the integrity of the SSA's original floorplan, the change to the exterior had no ill effects on SSA.

“The new building is beautiful as well as secure...designed to support the automated operation of a modern Social Security office,” said SSA Lead Analyst Peggy Wilson. “The result is a secure, comfortable, professional atmosphere that our employees are extremely happy with.”

GSA strives to provide our clients with expert solutions, while being a “good neighbor” in the communities where we do business. GSA activities can reap multiple returns for our clients and local communities by making strategic location and design decisions, partnering with our clients and local communities, and managing active public buildings.

Visit [www.gsa.gov/goodneighbor](http://www.gsa.gov/goodneighbor) to learn more about the GSA Good Neighbor Program. □

# Ask a RAM

*In reflecting upon this year's devastating hurricane season, several clients have raised questions about floodplains and their facilities. Our Regional Account Managers (RAMs) appreciate these inquiries and have taken this opportunity to provide you with information on floodplain compliance.*

## QUESTION:

***What does floodplain compliance mean in the context of federal law, and how does this compliance affect federal occupancy and property development in floodplain areas?***

## ANSWER:

The term "floodplain" means the lowland and relatively flat areas adjoining inland and coastal waters, including flood-prone areas of offshore islands. At a minimum, this includes areas subject to a one percent or greater chance of flooding in any given year. Executive Order 11988, created by President Carter in 1977, focuses on floodplain management and requires each agency to provide leadership and take action to reduce the risk of flood loss and minimize the impact of floods in carrying out its responsibilities for:

- acquiring, managing and disposing of federal lands and facilities
- providing federally undertaken, financed or assisted construction and improvements
- conducting federal activities and programs affecting land use including, but not limited to, water and related land resource planning, regulating and licensing activities.

The application of Executive Order 11988 should take precedence over acquisition of space in a central business or historic district.

GSA determines if a space action would occur in a floodplain by the boundary of the nearest 100-year or 500-year floodplain, and the proximity of the space action to the nearest floodplain, based upon a Flood Insurance Rate Map available through the Federal Emergency Management Agency. The easiest way to comply with Executive Order 11988 is to ensure that any Solicitation for Offers consider properties outside the floodplain.

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## **The application of Executive Order 11988 (floodplain management) should take precedence over acquisition of space in a central business or historic district.**

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If the head of the agency finds that the only practicable alternative consistent with the law and with the policy set forth in Executive Order 11988 requires a location in a floodplain, the agency shall, prior to taking action: design or modify its action in order to minimize potential harm to or within the floodplain, be consistent with regulations issued, and prepare and circulate a notice containing an explanation of why the action is proposed to be located in the floodplain.

Please visit the "Laws and Regulations" section at [www.gsa.gov/nepa](http://www.gsa.gov/nepa) for more information about floodplains and to view an online copy of GSA's *Floodplain Management Desk Guide*.

Our RAMs always welcome your questions and are committed to responding in a timely manner. You can submit a question for potential inclusion in *Focus* by writing us at [r3.custserv@gsa.gov](mailto:r3.custserv@gsa.gov) or by contacting one of our RAMs. We look forward to hearing from you! □

### **PBS Regional Account Managers**

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<b>John Singleton</b>	<a href="mailto:john.singleton@gsa.gov">john.singleton@gsa.gov</a>	<b>(215) 446-4496</b>

## **Thank You for Your Feedback**

We would like to thank all of you who took time out of your busy schedules to respond to our 2005 PBS Ordering Officials Survey.

GSA is committed to providing you with the best service possible, and your feedback will help us to improve service to you in the future.